



Bangor Region Chamber of Commerce

- Facilitator's Guide -

Thank you for becoming a facilitator for the Building Bridges program. You play an important role in the program. Through your leadership you can help to make this unique learning experience a catalyst for future change.

Ordinarily if the level of interest is sufficient, there will be two concurrent Building Bridges Programs in the spring. A facilitator is assigned or volunteers for a specific Building Bridges session. It is recommended that there be two facilitators for the group. This would allow for coverage in the event of an absence by one facilitator. Our experience has taught us that it is best to first take on the role of a co-facilitator, followed by a lead facilitator's role in the next year. The co-facilitator should be very familiar with all of the responsibilities of the lead facilitator and help out whenever possible. As a co-facilitator this is your opportunity to observe and assist to become better familiar with the program.

The following checklist will help the lead facilitator understand and carryout his/her responsibilities.

Prior to the first site visit:

Business

Business Confirmation letter - (sample enclosed). The Chamber representative will mail in advance a letter to the participating businesses thanking them for volunteering to participate and confirming the dates, times, and agenda for the afternoon.

Participants

Participant's confirmation letter - (sample enclosed). The Chamber representative will mail in advance a letter to the

participants confirming their registration. The dates and times for each site visit will be included along with directions to each business. In addition, a *pre-program survey* (sample enclosed) will be mailed to each participant. This survey should be completed prior to the first site visit and collected at the first business site.

The site visit:

Business: It is very important that the facilitators arrive at least 20 minutes prior to the participants. You should introduce yourselves to the business hosts and briefly review the *agenda* for the afternoon (a sample of the business agenda is enclosed). Be sure that the host allows for sufficient time to tour the facility and ample time for a question and answer period.

As the lead facilitator at the start of the presentation, you will introduce yourself, and your co-facilitator. At this time please review the requirements for re-certification CEU's, the site visit schedule and answer any questions the participants may have. At this time you should introduce the business host(s) to begin the program.

Participants

Attendance - (sample form enclosed). At the beginning of each session the attendance sheet should be signed by the participants. The lead facilitator should collect this and track the weekly attendance. The participants should notify you if they have made-up a missed session by visiting another business or sitting in on another Building Bridges session (if available).

Sample attendance list spreadsheet - (sample form enclosed). To help you track the weekly attendance, it is suggested that you utilize a form similar to the one presented here.

Evaluations - (sample enclosed). At the end of the session the participants should complete the Evaluation sheet. The purpose of this document is to give time for some reflection, collect information on things that went well and to help improve site

visits in the future. These forms will be used by the Building Bridges committee to review the overall program.

Business Site Review - (sample enclosed). The lead *facilitator* should complete this form at the end of each site visit. This form more specifically addresses the mechanics of the presentation, and the goals of the program. This form will be used by the Building Bridges committee to determine the viability of this business hosting a future Building Bridges program.

After the site visit:

Business

Thank you letter - (sample enclosed). It is very important that you write a personalized thank you letter within a few days after the site visit. You should be sure to mention all of the business participants by name and thank them for their presentation. The sample provided is merely for reference.

The next to the last session:

Participants

Post Survey - (sample enclosed). At the next to the last session the post surveys should be distributed. Please review the survey with them briefly and request that they be returned at the last session. This data will help the Building Bridges Program with data collection and analysis of our program.

The last session:

Participants

Wrap up agenda/outline (sample enclosed). The last session is normally an abbreviated session to allow for time to discuss the learnings and insights gained through the ten-week program. In small groups the participants should write their answers the questions outlined on the form. After 20 minutes discuss the questions as a large group.

CEU's - (form included)

Certificates - (sample included)